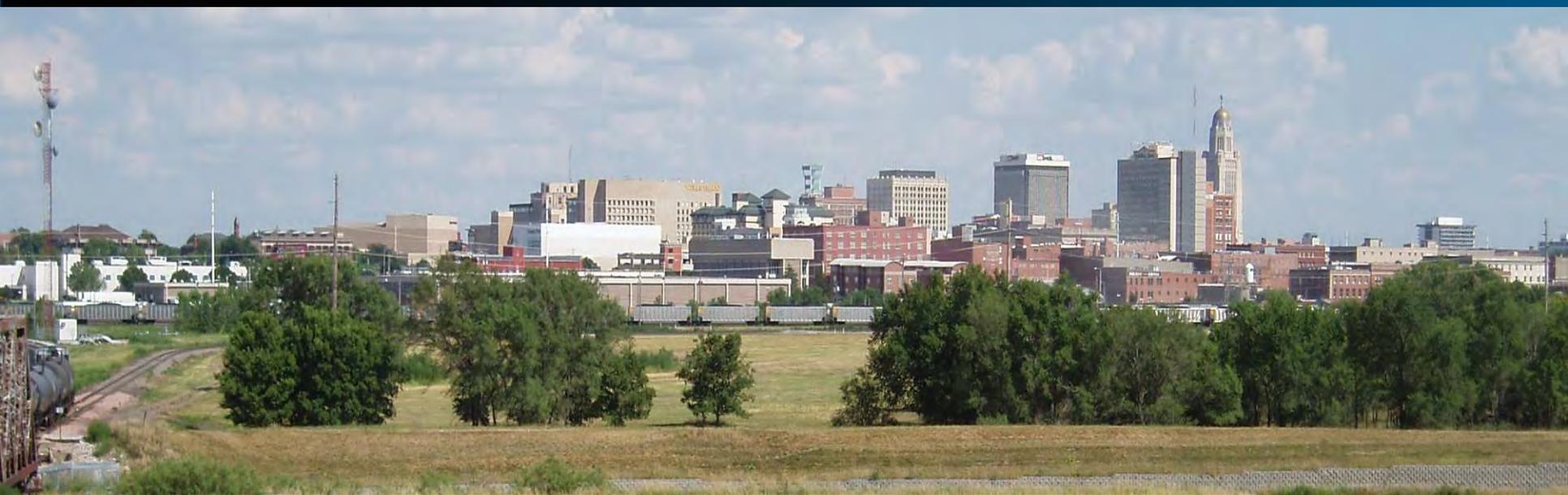




City of Lincoln, NE

# LINCOLN PUBLIC WORKS CONTRACTOR MEETING

Lancaster Extension Education Center



## Contractor Recognition Program

EA Engineering, Science,  
and Technology, Inc.

Presented by:  
Jim Wathen, P.E., P.L.S.

May 14, 2009



# Contractor Recognition Program

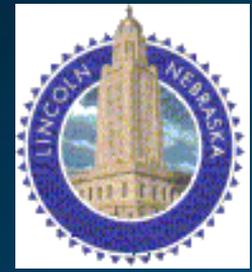


## ■ Presentation – Road Map:

1. Expectations – What Are Yours?
2. Construction Enhancement – Approach
3. Contractor Recognition – Why?
4. Contractor Evaluation – How Will It Work?



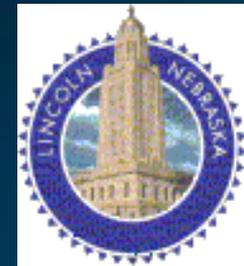
# Contractor Recognition Program



## ■ Expectations:

### ● Lincoln – Program Level

- ◆ Painless Implementation of CIP
- ◆ Systematic Quality Improvement
- ◆ Meet Schedule and Budget – Minimize Change Orders
- ◆ Long Lasting Improvements – Exceed Design Life
- ◆ Valuable to the Rate Payer and the Taxpayer



# Contractor Recognition Program

## ■ Expectations:

### ● Lincoln – Project Level

- ◆ Capable Staff – In-house and Contractors
- ◆ Time Management
  - Construction Observation vs. Paperwork
  - Multiple Projects
- ◆ Defined Roles and Responsibilities
- ◆ Consistent – Repeatable



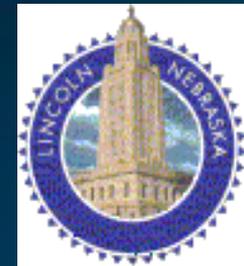
# Contractor Recognition Program



## ■ Expectations :

### ● Contractors – Company View

- ◆ Backlog of Work
- ◆ Keep Good People
- ◆ Client Satisfaction – Repeat Business
- ◆ Quality – No Call-backs



# Contractor Recognition Program

## ■ Expectations :

### ● Contractors – Project Level

- ◆ Buildable Plans
- ◆ Know What Is Expected of Them
- ◆ Resolution of Problems – Avoid Delays
- ◆ Timely Payment
- ◆ Profitable Projects, On time Completion



# Contractor Recognition Program



## ■ Approach - Steps to Get Here:

### 1. Review Current Practices

- ◆ Interview Public Works
- ◆ Interview Constructors
- ◆ Document Findings
- ◆ Assemble Recommendations

### 2. Hold Contractor Meeting

### 3. Establish Recognition Program

- ◆ Develop Evaluation
- ◆ Recognize Best Performance



# Contractor Recognition Program



## ■ Interviews – Gain Perspective:

### ● Categories of Responses

#### ◆ General Observations

- Internal Review Time (Plans and Submittals)
- Experience of Personnel
- Level of Inspection – Adequacy
- Workmanship
- Protocol – Roles and Authority



# Contractor Recognition Program

## ■ Interviews – Survey Findings:

### ● Value of Responses

- ◆ “Hot Topics” Identified
- ◆ Input from both City & Contractors
- ◆ Process Improvements Already Being Made
- ◆ Better Construction Process is Win/Win



# Contractor Recognition Program

- **Recommendations made to Public Works**
  - Continue to Improve Communication
  - Increase Contractor Awareness of Issues
  - Clearly Define Roles (e.g. Observer and PM)
- **Public Works Responded**
- **Potential Improvements (To Consider)**
  - Longer Warranty
  - Formalize Value Engineering (with Cost Share)
  - Gather More Contractor Ideas on Savings



# Contractor Recognition Program



## ■ Contractor Recognition – Why Do It?

- Plan on Quality – Raise the Bar
- Measuring
  - ◆ Gives Definition to City Expectations
  - ◆ Sets Base Line
- Encourages Communication
- Promotes Improvement
- Recognizes Performance



# Contractor Recognition Program



## ■ Evaluation Overview:

- Goal to Identify Top Performers – Example
- Sparks Communication from All – Can DEBRIEF on How to Improve for Next Time
- Work in Progress – Straw Man
  - ◆ Form will have 2009 as Trial Period
- Observer with Project Manager
  - ◆ Each project at closeout
  - ◆ Internal Record Only
  - ◆ Contractor gets copy



# Contractor Recognition Program



## ■ Evaluation Form (See Hand Out):

- Ratings - 5) Excellent; 4) Exceeds Expectations; 3) Meets Expectations; 2) Meets Most Expectations; 1) Unsatisfactory;
- Weighted Categories – Importance – 5 for all now
- Weighting – Can Change Emphasis Year-to-Year
- Award Categories - Top Final Ratings:
  - ◆ Excellent: 88-100% or Exceeds Expectations: 74-87%
- 3 More Final Ratings Possible:
  - ◆ Achieves Expectations, Mostly Achieves, Unsatisfactory



# Contractor Recognition Program



## ■ Evaluation – Rating Method:

- Each Category has Descriptors Added
- Ratings on Consistent Activities, NOT Single Action
- Examples:
  - ◆ Adherence to Plans and Specs
    - ✓ Contractor Knowledgeable and Specs Utilized
    - ✓ Compliance with SWPPP routine
  - Some Items Don't Apply
    - ◆ Traffic Control Plan – may not apply to project



# Contractor Recognition Program



- **Evaluation Form Rating Method (Continued):**
  - **Adherence to Plans and Specs**
    - ◆ **Rating of 5 – Excellent**
      - ✓ Should be Exemplary (e.g. Proactive approach)
      - ✓ Outstanding Effort shown
    - ◆ **Rating of 3 – Achieves Expectations**
      - ✓ Should be the Norm
      - ✓ Necessary to get an Adequate Job Done
    - ◆ **Rating of 1 – Unsatisfactory**
      - ✓ Rework is Often Necessary
      - ✓ Fails to comply with permit or gets violation



# Contractor Recognition Program



- **Thanks for Your Attention**
- **Let This Be Your Invitation to Build on Today**
  - **Help City to Make Construction Program Sustainable**
  - **Offer Your Ideas!**
  - **Improve Communication – Help the Observer and Project Manager Be More Effective**
  - **Build Projects that Last!**



# Questions ?

